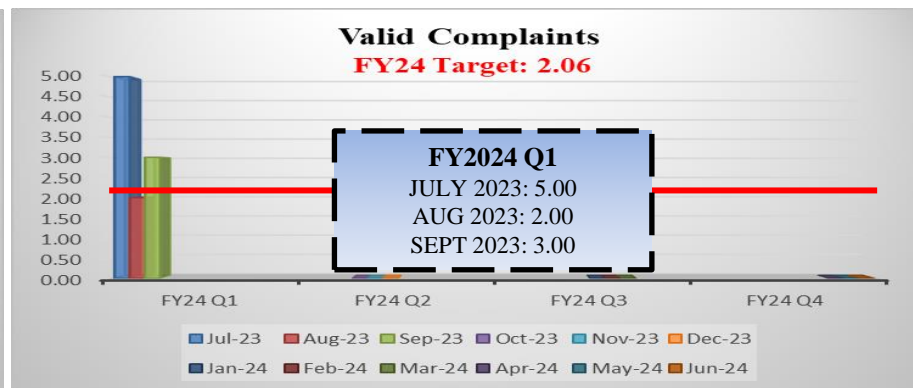
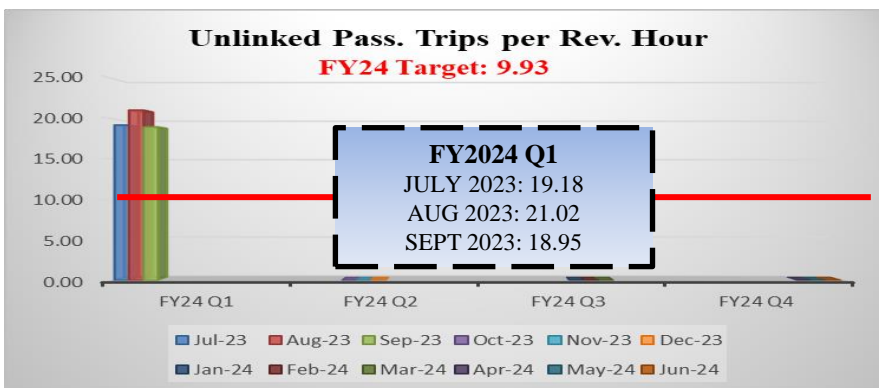
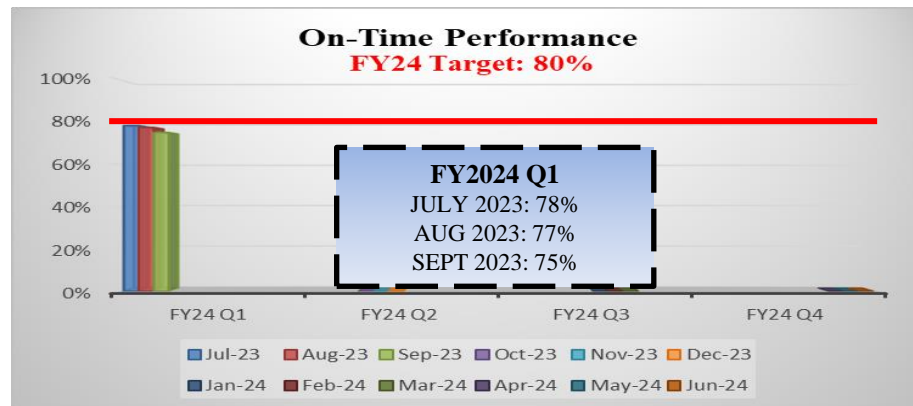
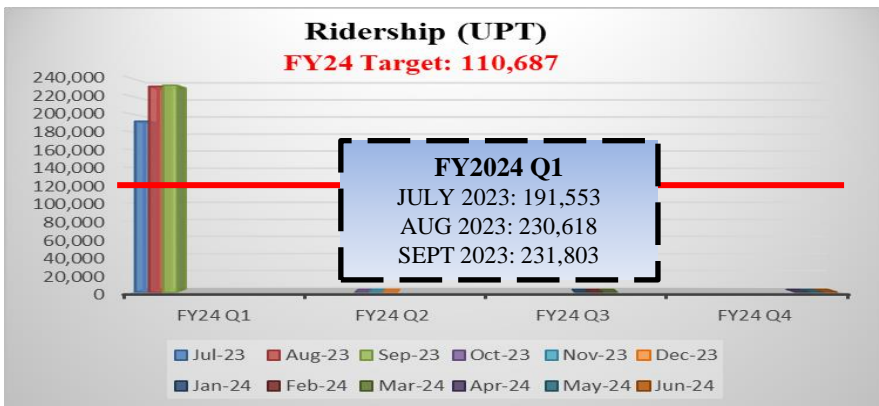


MERRIMACK VALLEY TRANSIT (MeVa) PERFORMANCE MEASURES: FIXED ROUTE

MEVA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY24:

- (1) RIDERSHIP (UPT), (2) ON-TIME PERFORMANCE, (3) UNLINKED PASSENGER TRIPS PER REVENUE HOUR, (4) VALID COMPLAINTS, (5) PREVENTABLE ACCIDENTS PER 100,000 MILES, (6) MILES BETWEEN ROAD CALLS, (7) MAINTENANCE COST PER REVENUE MILE AND (8) PER REVENUE HOUR, (9) FAREBOX RECOVERY RATIO, AND (10) OPERATING EXPENSE PER REVENUE HOUR.



MERRIMACK VALLEY TRANSIT (MeVa) PERFORMANCE MEASURES: FIXED ROUTE

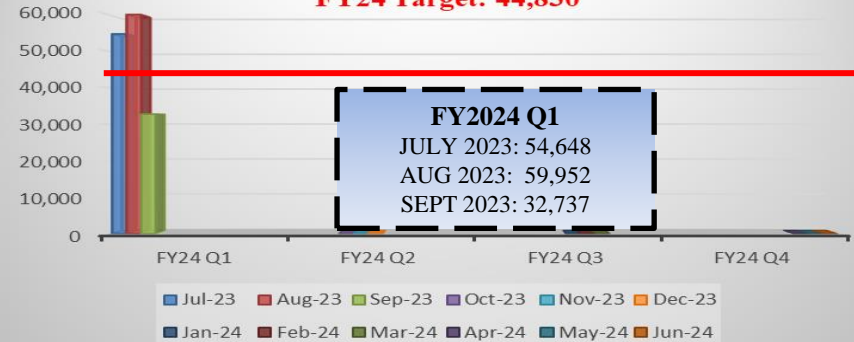
Preventable Accidents/ 100,000 Miles

FY24 Target: 1.75



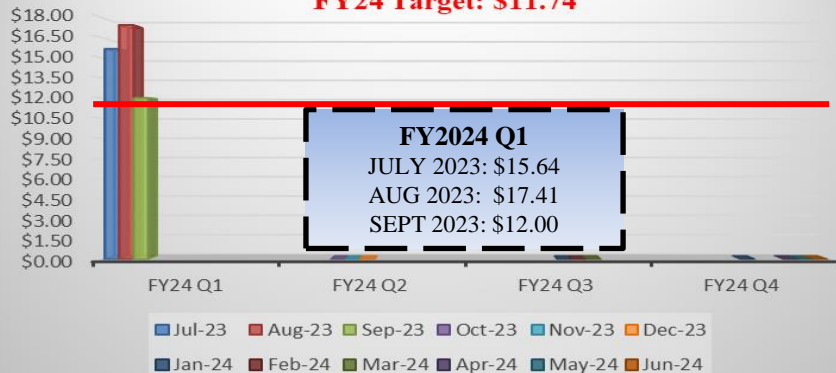
Miles between Road Calls

FY24 Target: 44,830



Maintenance Cost/ Revenue Hour

FY24 Target: \$11.74

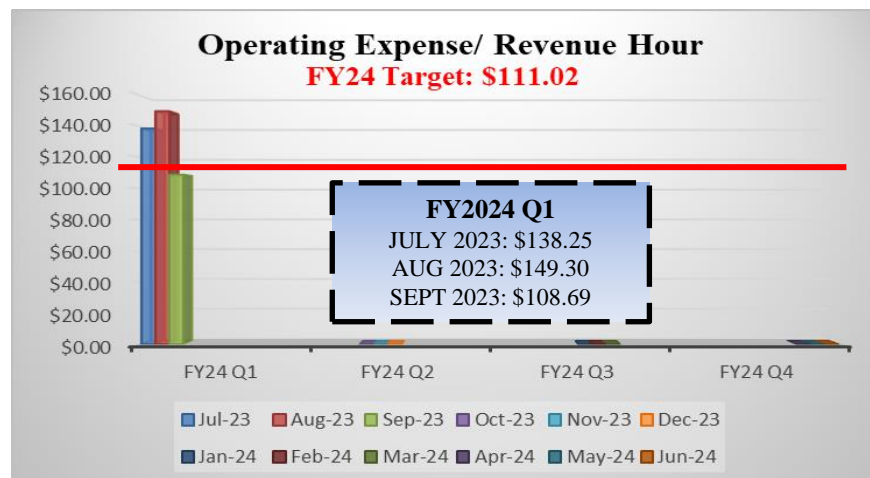
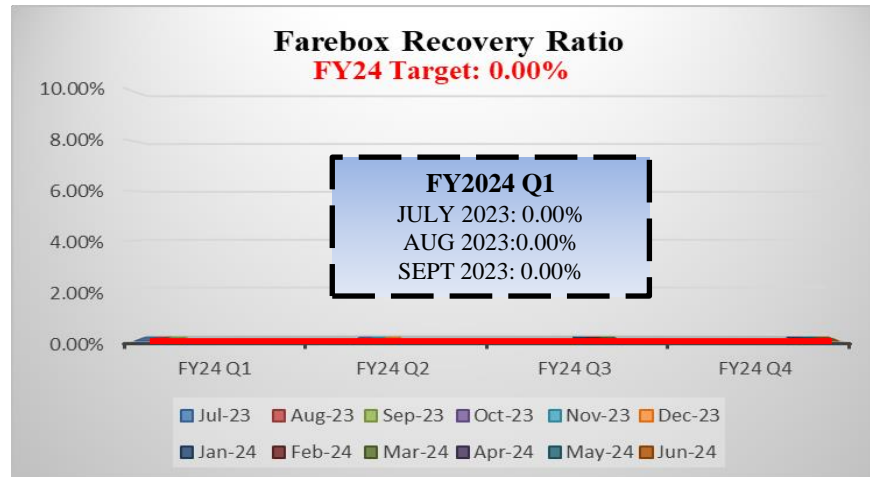


Maintenance Cost/ Revenue Mile

FY24 Target: \$1.08



MERRIMACK VALLEY TRANSIT (MeVa) PERFORMANCE MEASURES: FIXED ROUTE





MERRIMACK VALLEY TRANSIT (MeVa) PERFORMANCE MEASURES: FIXED ROUTE

Fixed Route Performance Measure Summary:

During **September FY2024**, the following performance measures met or exceeded the benchmark:

1. Ridership at **231,803**
2. Unlinked passenger trips per revenue hour of **18.95**
3. Farebox Recovery ratio at **0.00%**
4. Miles between road calls at **32,737**
5. Operating expense per revenue hour at **\$108.69**

The following performance measures did not satisfy their targets. Those measures are:

6. On-time performance at **75%**
7. Total Valid Complaints at **3.00**
8. Preventable Accidents per 100,000 miles at **2.29**
9. Maintenance cost per revenue mile at **\$1.12**
10. Maintenance cost per revenue hour at **\$12.00**